

REMARKS

Reconsideration of this application as amended is respectfully requested.

In the Office Action, claims 21-22 and 24-27 remain pending. Claims 21-22 and 24-27 have been rejected.

In this response, no claim has been canceled. Claim 21 has been amended to particularly point out and distinctly claim, in full, clear, concise, and exact terms, the subject matter which Applicant regards as his invention. No new matter has been added.

Claims 21-22 and 24-27 have been rejected under 35 U.S.C. 102(e) as being anticipated by U.S. Patent No. 6,256,620 to Jawahar, et al. ("Jawahar"). Applicant hereby reserves the right to swear behind Jawahar.

In view of the foregoing amendment, it is respectfully submitted that claims 21-22 and 24-27 include limitations that are not disclosed by Jawahar. Specifically, for example, independent claim 21 recites as follows:

21. An automatic call distribution system, wherein calls are assigned to lines of different communication types, the automatic call distribution system comprising:
a browser database allowing a customer to view web pages;
a plurality of agent computer systems for communicating with a customer; and
a control system for assigning a call to an agent computer system from the plurality of agent computer systems by taking into account which web pages the customer has viewed and a number of calls associated with the viewed web pages have been currently assigned to the agent computer system.

(Emphasis added)

Independent claim 21 includes a browser database to allow a customer to view Web pages and multiple agent computer systems available to handle a call from the customer, and a control system to assign the call to one of the agent computer systems based on which Web pages the customer has viewed and a number of calls associated with the viewed Web pages have been currently assigned to the agent computer system. Thus, the present invention as

claimed concentrates on balancing the bandwidth of the agent computer systems for a specific communication line (in this case, the Web interface). For example, if an agent computer system has been assigned with one or more calls associated with a Web interface, that particular agent computer system may not be assigned with a call having a similar type of communication interface, in order to optimize the communication bandwidth with a particular agent computer system.

Although Jawahar discloses assigning an agent to a customer based on which Web pages the customer has viewed, Jawahar still fails to disclose such an assignment is also based on whether a particular agent has been currently assigned to a call or calls having similar types of communication lines. Rather, Jawahar assigns an agent who is familiar to the Web site being viewed by the customer associated with the call (see, Fig. 9 and its corresponding description of Jawahar). Therefore, it is respectfully submitted that independent claim 21 is not anticipated by Jawahar.

Given that the rest of the claims depend from claim 21, for the reasons similar to those discussed above, it is respectfully submitted that the rest of the claims are not disclosed by Jawahar. Withdrawal of the rejections is respectfully requested.

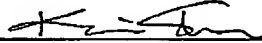
In view of the foregoing, Applicant respectfully submits the present application is now in condition for allowance. If the Examiner believes a telephone conference would expedite or assist in the allowance of the present application, the Examiner is invited to call the undersigned attorney at (408) 720-8300.

Please charge Deposit Account No. 02-2666 for any shortage of fees in connection with this response.

Respectfully submitted,

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